

Job Title	Trust Operations Assistant
Grade	Scale 4 (point 8-9)
Reports to	Director of HR, Operations and Governance
Contractual Terms	Part-time – 25 per week, 52 weeks per year.
Location	Based at St. Martin's School, Brentwood, but must be flexible to travel between sites.
Liaison with	All staff, including Chief Executive Officer (CEO), Deputy Chief Executive Officer (DCEO), and Headteachers (HT), Senior Leadership Team (SLT) members, Central Services team members, School Office staff and Governance Professional and Trust Clerk.
Direct Reports	N/A
Job Purpose	• To provide efficient and effective administrative support to the Director of HR, Operations and Governance and Operations Support Officer • To enable and facilitate compliance and best practice for DET. • To be first point of contact for all operational email and telephone enquiries, and to direct enquiries to the most appropriate person/body in order that a comprehensive and timely response can be provided.
Trust Administration	• To provide general administrative support to the Director of HR, Operations and Governance, Operations Support Officer and wider Operations team as required. • To assist Director of HR, Operations and Governance and Operations Support Officer in ensuring all regulatory training records are accurate and complete for the Central Services team, and for key training such as Safeguarding and Safer Recruitment, to ensure that training of all Trust/School staff is refreshed in a timely manner. • To maintain organisation charts for Central Services and Governance across the Trust. • To ensure that various applications and platforms used by staff accurately reflect the most current staff population. • To assist with the maintenance of the Trust website, ensuring that it is current and compliant at all times. • To ensure that all documentation is electronically filed in accordance with a robust system, which facilitates the timely retrieval of records by other members of the Central Services

	team, and also the timely destruction of records in accordance with the Trust's retention schedules.
General	• To establish effective working relationships with all stakeholders, internal and external. • To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with Line Manager. • To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace. • To ensure that all duties and services provided are in accordance with the Trust's Equality and Diversity in Employment Policy and the Trust Equality Statement and Objectives. • To share the Trust commitment to safeguard and promote the welfare of children and young people. These duties and responsibilities are neither exclusive nor exhaustive and the post-holder may be required to undertake appropriate duties within the context of the job, skills and grade.
Safeguarding	• All Trust staff must adhere to the DET Safeguarding and Child Protection Policy and associated procedures, including engaging in annual safeguarding training.

PERSON SPECIFICATION

Trust Operations Assistant – Central Services

General	Detail	Examples
Qualifications and Experience	Specific Qualifications and Experience	A good standard of education (GCSE or equivalent). Administrative experience in a busy environment (experience in an education setting is desirable, but not essential). Effective stakeholder/relationship management.
	Literacy	Good literacy skills.
	Numeracy	Good numeracy skills.
	Accuracy	Focused attention to detail.
	Technology	Highly competent IT skills, specifically, across the Microsoft Office suite.
	Confidentiality/Data Protection	Solid understanding of procedures and legislation relating to confidentiality, specifically, GDPR. Appreciation of the need for professional confidentiality.
	Self - Motivation	A proven self-starter with the ability to shape a role and make it their own.
Communication	Written	Proficient written communication skills with an ability to tailor correspondence to fit audience.
	Verbal	Ability to communicate effectively at all levels. Articulate and measured. Ability to overcome barriers to effective communication.
	Negotiating	Effective negotiation and influencing skills and the ability to achieve best possible outcomes.
Working with Children	Behaviour Management	Understand and implement the Schools' Behaviour Policies, as required.
	Curriculum/School Organisation	Good understanding of the learning experience provided by DET Schools in relation to the role.
	Health and Wellbeing	Understand the importance of physical and emotional wellbeing of both yourself and others.
Working with Others	Stakeholder Management	Establish effective relationships with all stakeholders, internal and external. Represent DET with external stakeholders, as required.
	Relationships	Ability to build effective relationships across all stakeholders, quickly gaining confidence and trust. Be accessible and approachable at all times.
	Team Work	Work effectively as part of a team, but also on own initiative. Be a role model for DET values and behaviours. Be collaborative.
	Information Sharing	Ability to provide timely and accurate information.
Self-Management	Organisational Skills	Ability to prioritise and organise. The role involves many and conflicting priorities, requiring a methodical and calm approach in order to be effective and to deliver.

		A positive and creative approach to tackling tasks.
	Time Management	Excellent organisation skills with the ability to use own initiative and work to tight, strict deadlines.
	Creativity	Demonstrate a highly creative approach to work. Able to resolve problems independently.
General	Equality, Diversity and Inclusion	Knowledge of and commitment to equal opportunities and anti-discriminatory practice.
	Health and Safety	Good understanding of Health and Safety.
	Child Protection	Good understanding and compliance with Child Protection procedures.
	Continuing Professional Development	Demonstrate a clear commitment to develop and learn in the role. Ability to evaluate own performance and effectively address areas for development.